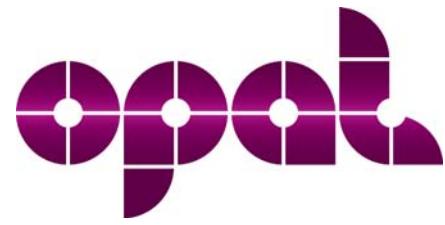


USER GUIDE

Vodafone Voicemail



VoiceMail Setup

To activate voicemail dial 1211
To deactivate voicemail dial 1210
To access voicemail dial 121

Your calls will be diverted to Voicemail if:

- your phone is switched off
- you are outside network coverage
- you are already engaged on another call
- the network is busy
- you have selected the divert immediate option
- you are a pay as you talk customer and you are out of credit

To set immediate divert dial 1212
To cancel immediate divert dial 1213

To retrieve your messages at any time, dial 121

The following options are then available:

Press 1: Return to main menu
Press 2: Repeat message
Press 3: Delete message
Press 4: Go to previous message
Press 5: Give caller's number

Press 6: Go to next message
Press 7: Save message for 7 days
Press 8: Time and date of message
Press 9: Help
Press 0: To pause or continue

To save a personal greeting

A standard pre-recorded message will greet your callers and confirm your phone number, but you may choose to replace this with a personalised greeting, which makes your callers much more likely to leave a message. An example of what to say would be "This is the Voicemail service for (your name). I am not able to take your call but please leave a message."

To record a new greeting:
Dial 121 and press 1 for the main menu
Dial 33
Follow the voice prompts
You must press # to save your recorded message

To retrieve Voicemail from another phone

To listen to your Voicemail messages from another phone:

- Dial your mobile phone number then interrupt your greeting by pressing 9
- You will hear a message asking you for your security code
- Enter your security code and you will be able to listen to your messages.

Please note - You will not be able to access your Voicemail in this way until you have changed your PIN number from the default.

To change your security settings

Dial 121 and select option 1 for the main menu
Dial 42 to access the security settings
Press 2 to set your security code

Further information is available on the Vodafone website at www.vodafone.co.uk